

MiScorecard Performance Summary

Agency: Bureau of Health Professions
 Director Rae Ramsdell
 Period: February 2012

Legend:

| | |
|--------|--------------------------|
| Green | 90% or greater of target |
| Yellow | >=75% to <90% of target |
| Red | less than 75% of target |
| White | not applicable |

SCORECARD

| Metric | Status | Trend | Target | Current | Previous | Frequency | Metric Definition |
|-------------------------------------|--------|-------|--------|---------|----------|-----------|--|
| Bureau of Health Professions | | | | | | | |
| License Issuance Timeliness | Green | ↑ | 90% | 95.0% | 93.0% | Monthly | Percent Completed w/in 8 Weeks of Full Submission |
| Investigative Complaint Drafting | Green | ↑ | 75% | 82.3% | 32.3% | Monthly | Percent Drafted with 22 Days of Assignment |
| Regulatory Division | Yellow | ↓ | 95% | 84.0% | 100.0% | Monthly | Medical marihuana cards rejection letters issued within 20 days of receipt of application for those ineligible |
| Licensing Division | Red | ↓ | 80% | 45.0% | 50.1% | Monthly | Calls received answered within 7 minutes |
| Investigations Division | Green | ⇒ | 85% | 91.7% | 91.7% | Monthly | Investigation cases completed within the fiscal year assigned |
| Investigations Division | Green | ↓ | 80% | 80.0% | 87.0% | Monthly | Criminal Background checks for long term care employment completed within 48 hours |
| Medical Marihuana Processing | Green | ⇒ | 95% | 95.0% | 95.0% | Monthly | Percent processed within 20 days of receipt |